

Comment Process Guidelines Provider Survey Response

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Agency Council on Coordinated Transportation
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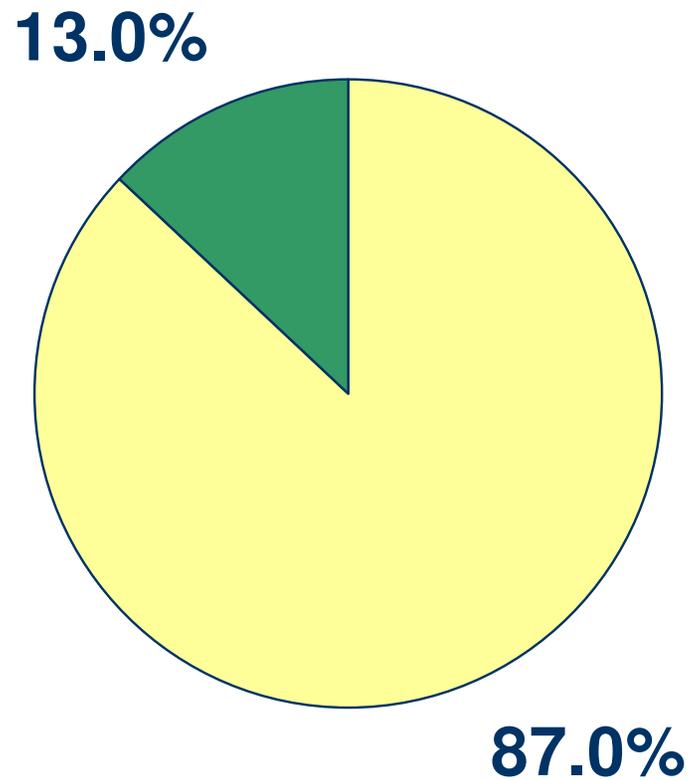
Who received the survey?

- 36 surveys were sent out to paratransit/special needs providers
- Surveys sent to urban, small urban, and rural agencies
- 24 surveys have been completed so far

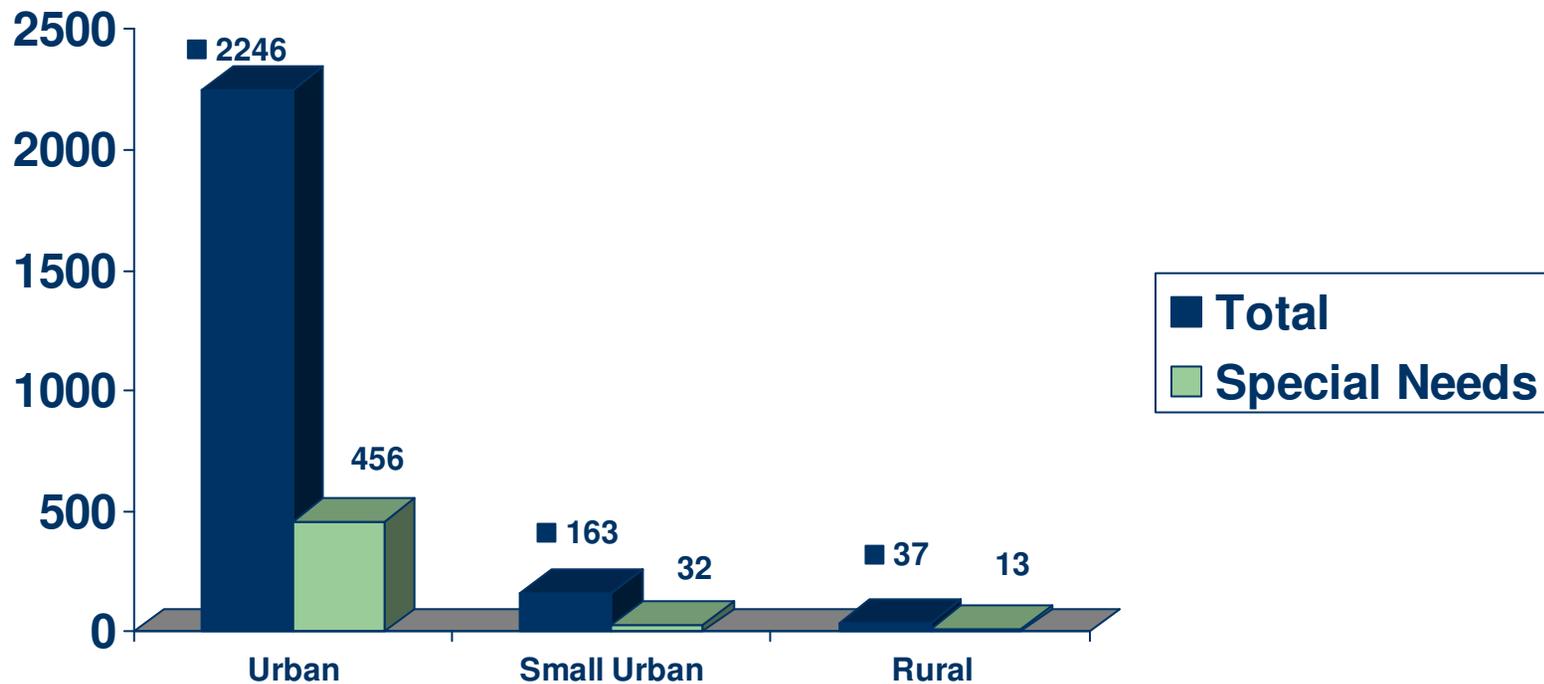
Does the transit agency have a existing customer comment policy?

87 % of agencies have an existing policy

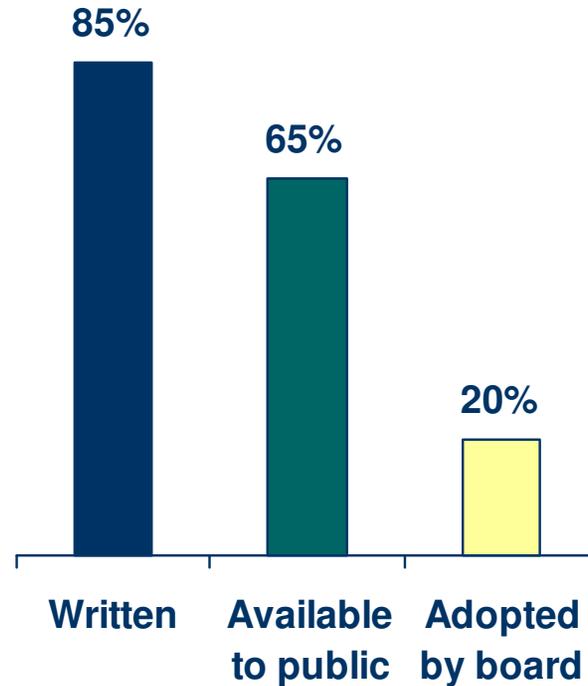
13% of agencies do not have an existing policy



Comments by month- by area

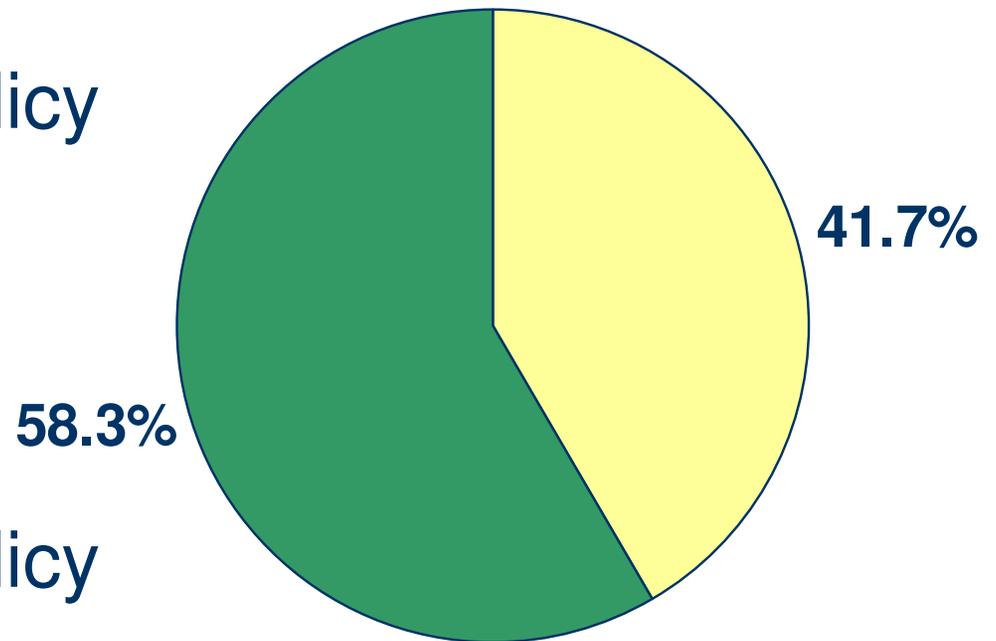


What form is the existing policy in?



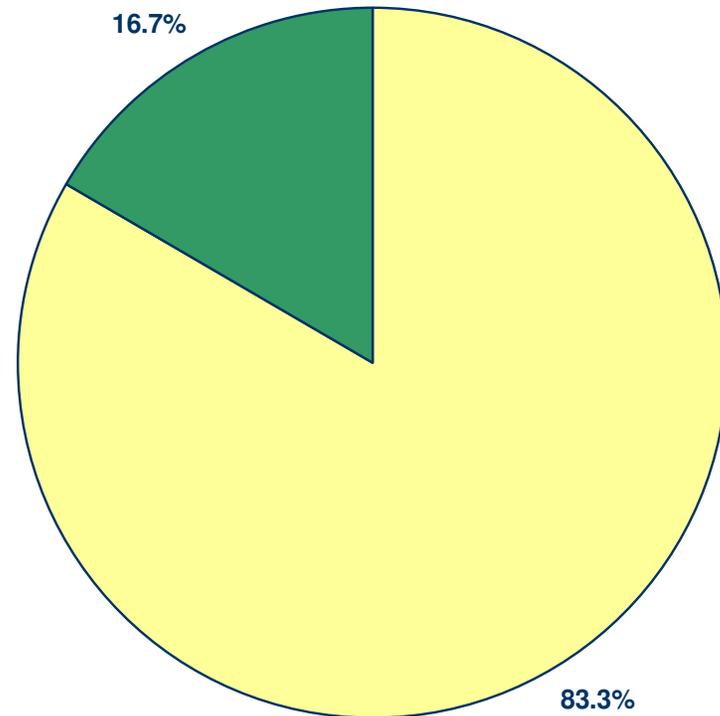
Has the policy changed to meet the new guidelines?

- 41.7% have changed their policy to meet the new guidelines
- 58.3% have not changed their policy to meet the new guidelines



Which comments are responded to?

- 83.3% of transits have a criteria for determining which comments are responded to
- 16.7% do not have a criteria for determining what comments are responded to



Can riders expect a response in a specific amount of time?

- 54.2% of agencies have a policy regarding how soon a rider should receive a response after submitting a comment
- 45.8% of agencies do not have a policy regarding how soon a rider should receive a response after submitting a comment

What if riders are dissatisfied with the response?

- 62% of transits provide an option for what riders can do if they are dissatisfied with the response they receive?
- 37.5% of transits do not provide an option for what riders can do if they are dissatisfied with the response they receive?

How can riders offer comments to the transit agency?

1. Mail (100%)
2. Phone (100%)
3. Fax (95.8%)
4. Email (83.3%)
5. Comment Cards (70.8%)
6. Website (70.8%)
7. TTY (62.5%)

Changes based on comments received from riders

- 75% of transit agencies have made changes to policies, procedures or structures based on comments from riders

Examples of changes

- Service
- Procedure
- Policy

Does the transit agency have an outreach plan in place to communicate their comment process?

- 33.3% of transportation providers do have an outreach strategy
- 66.7% of the transportation providers do not have an outreach strategy

How does the transit agency communicate their customer comment policy

1. Comment cards
2. Information on bus schedules
3. Information on Internet
4. Signs on the bus
5. Community presentations

Potential Benchmarks

- An increase in the number of agencies that have a policy regarding the amount of time passengers can expect a response? The current rate is 54.2%.

Potential Benchmarks

- An increase in the number of agencies who have made changes in policies and procedures based on comments received. The current rate is 75%.

Potential Benchmarks

- An increase in the number of agencies who have developed an outreach plan. The current rate is 33.3 percent or 8 agencies.

Potential Benchmarks

- An increase in the availability of comment cards. Comment cards are currently used by 70.8% of transits.

Potential Benchmarks

- An increase in the availability of accessible technology to communicate with customers with disabilities
 - Currently 70.8% of transit have websites and 62.5 have TTY access.